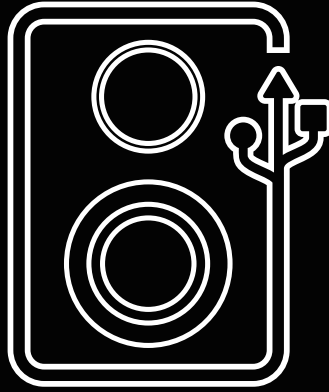




IAG USB DRIVER Installation Quick Start Guide (Windows 10 & 11)

Use this guide to install or update the IAG USB device driver on
Windows 10 or Windows 11.

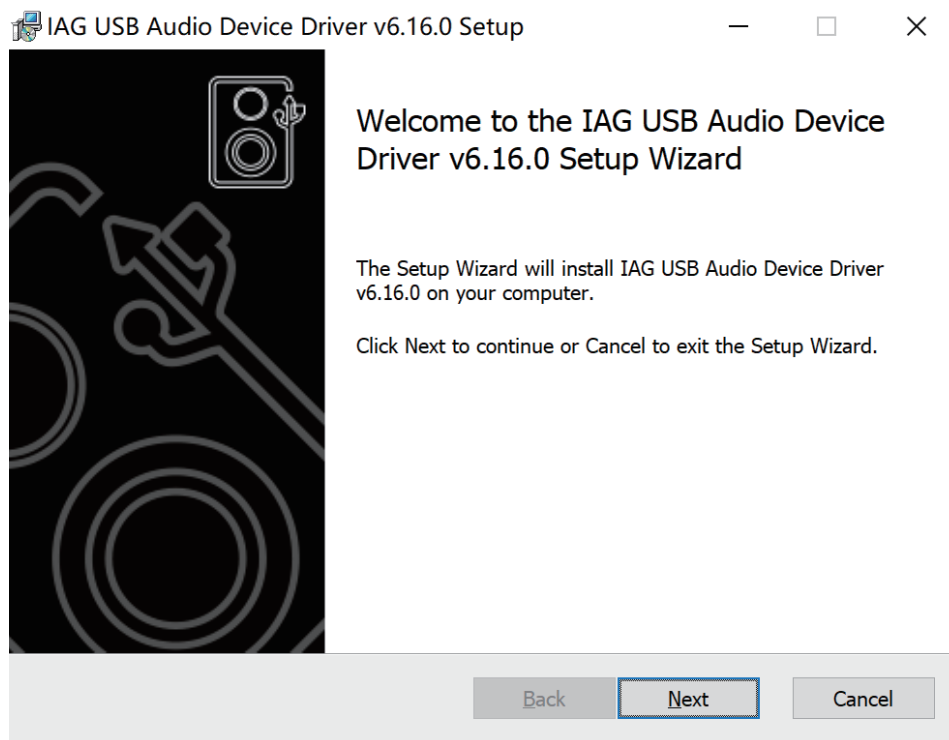


1. Before You Start

- Uninstall the old IAG USB Driver, v2.23.0. (You may need to use an administrator account on the PC).
- Use the correct driver package for your product model and Windows version
(*Note: Windows 10 & 11 require a different driver from earlier versions of Windows*).
- If the driver package is compressed, extract it before installation.

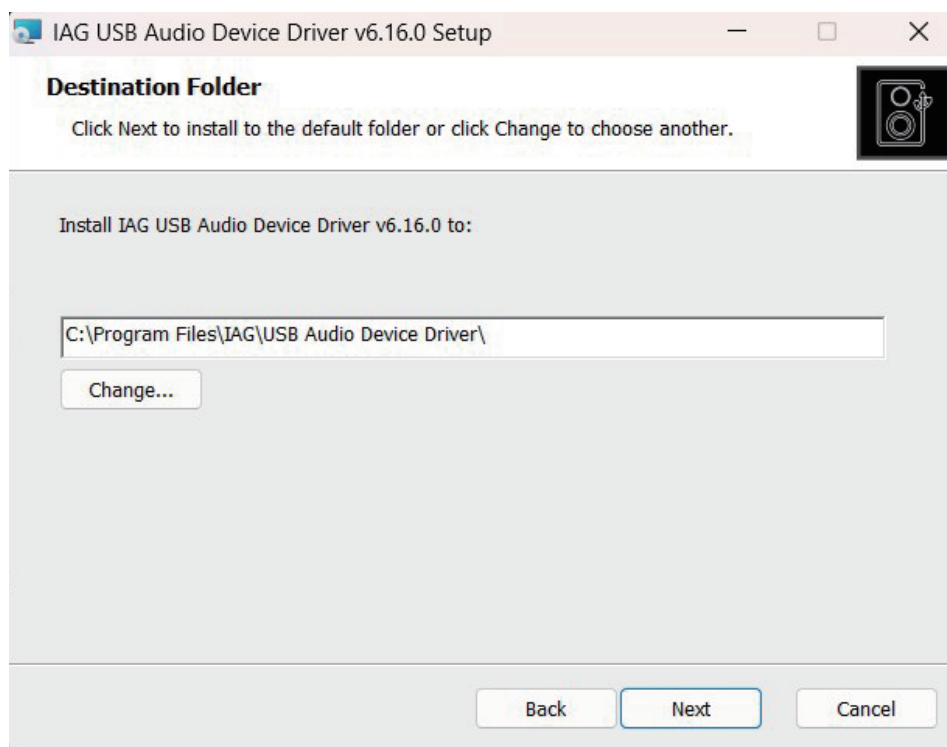
2. Install the Driver Automatically

1. Double-click the downloaded setup file and click “Next”:

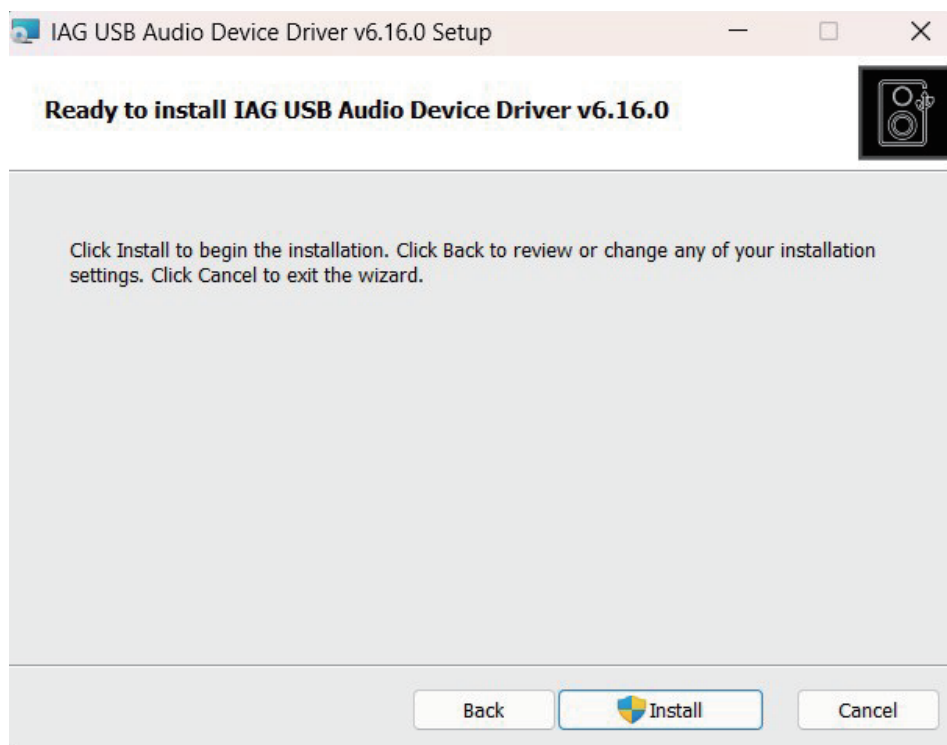




2. Choose the installation folder location. It is recommended to leave it as the default, but you may also choose your own location if preferred.

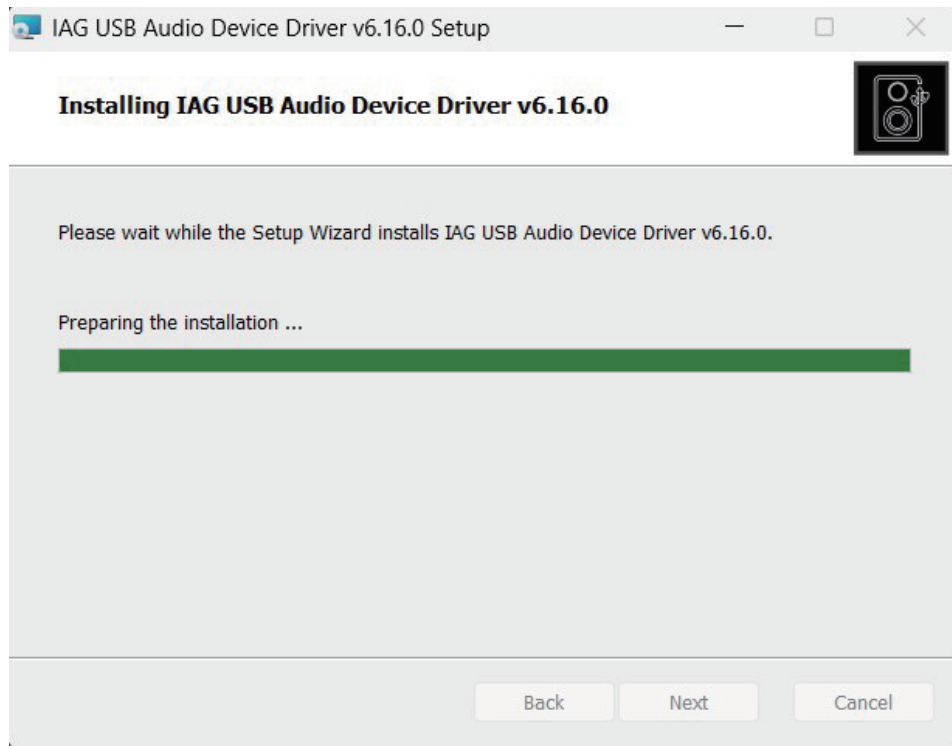


3. Click “Install”:

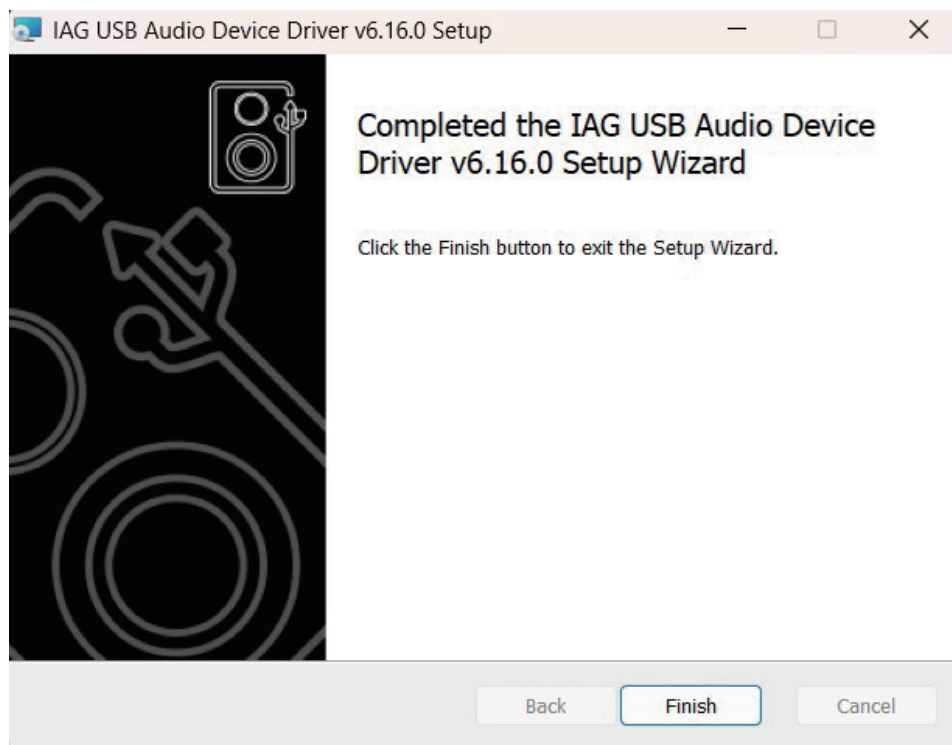




4. Wait for the package to complete the installation:



5. Click “Finish”:

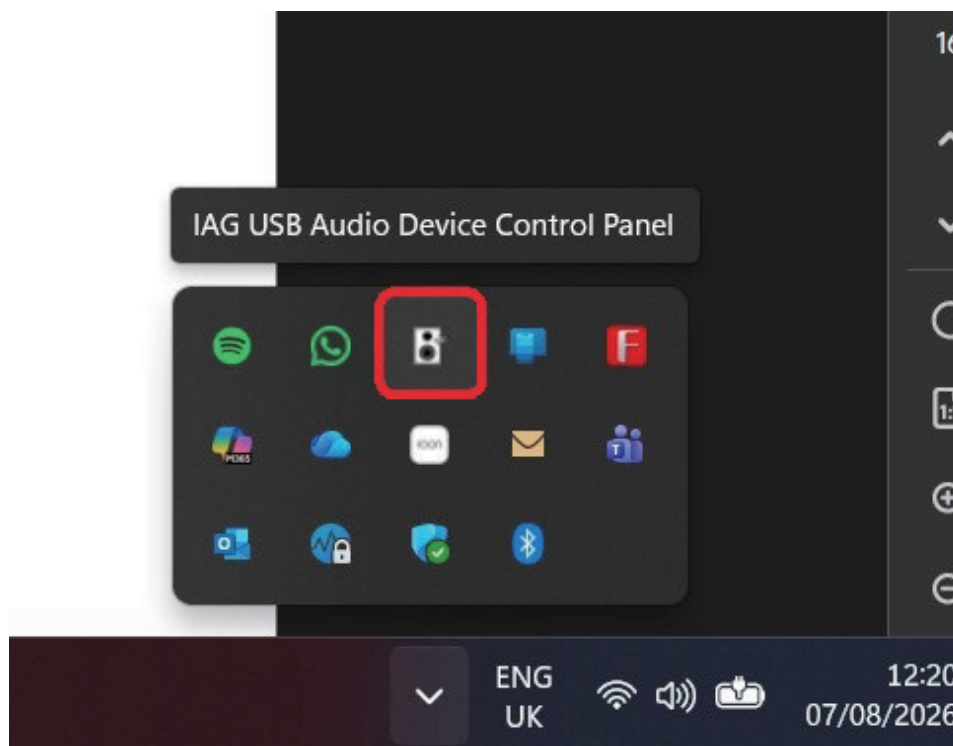


6. Restart the PC if prompted.

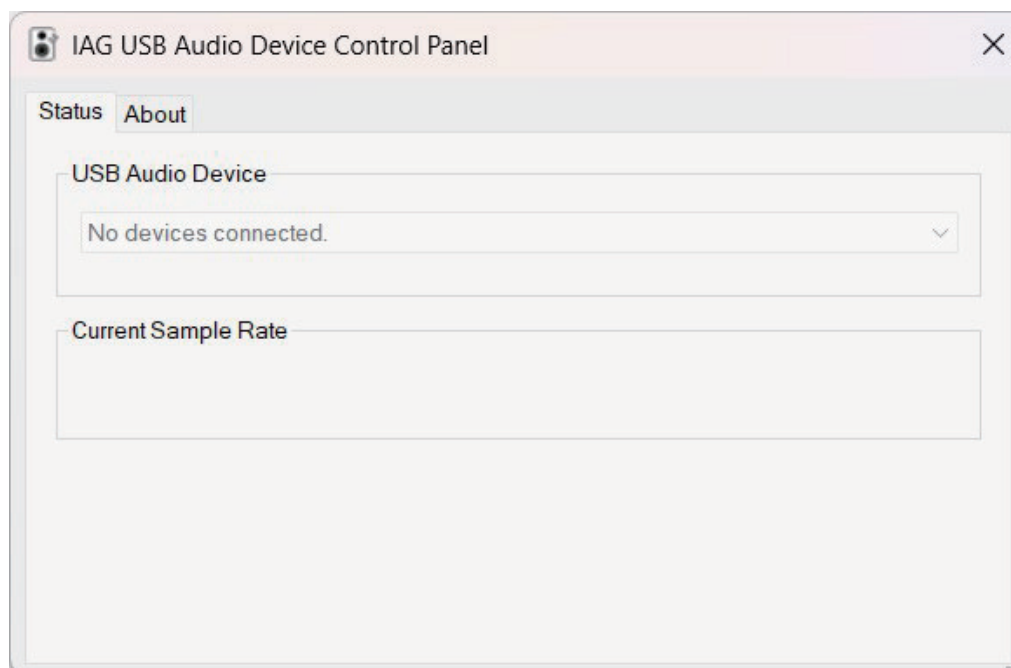


3. Driver Control Panel and Settings

1. Locate and click the IAG USB Audio Device Control Panel:

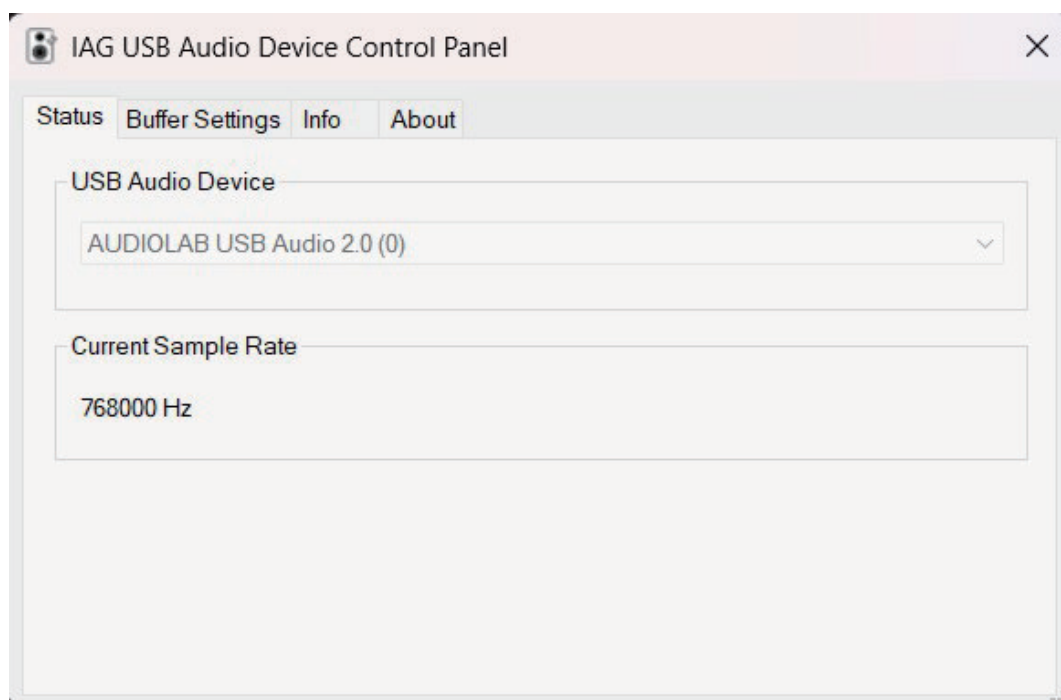


2. The control panel will open and report that no device is connected:

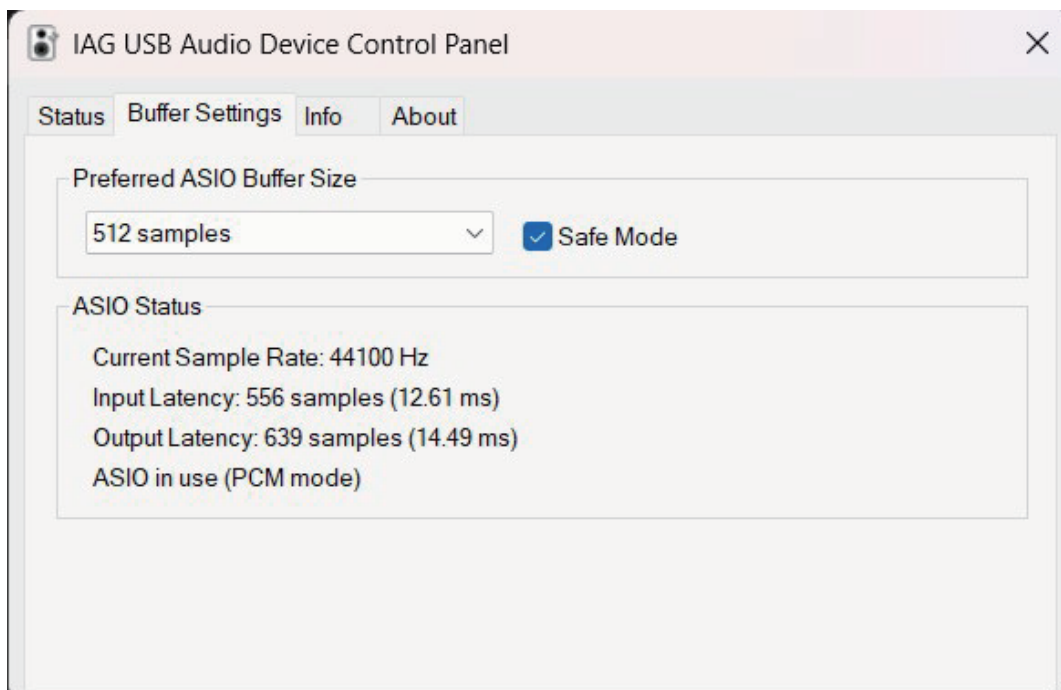




3. Connect your USB audio product to your computer, and ensure the input source is set to “PC USB”. The control panel will show that your device is connected and display the current sample rate when music is playing:

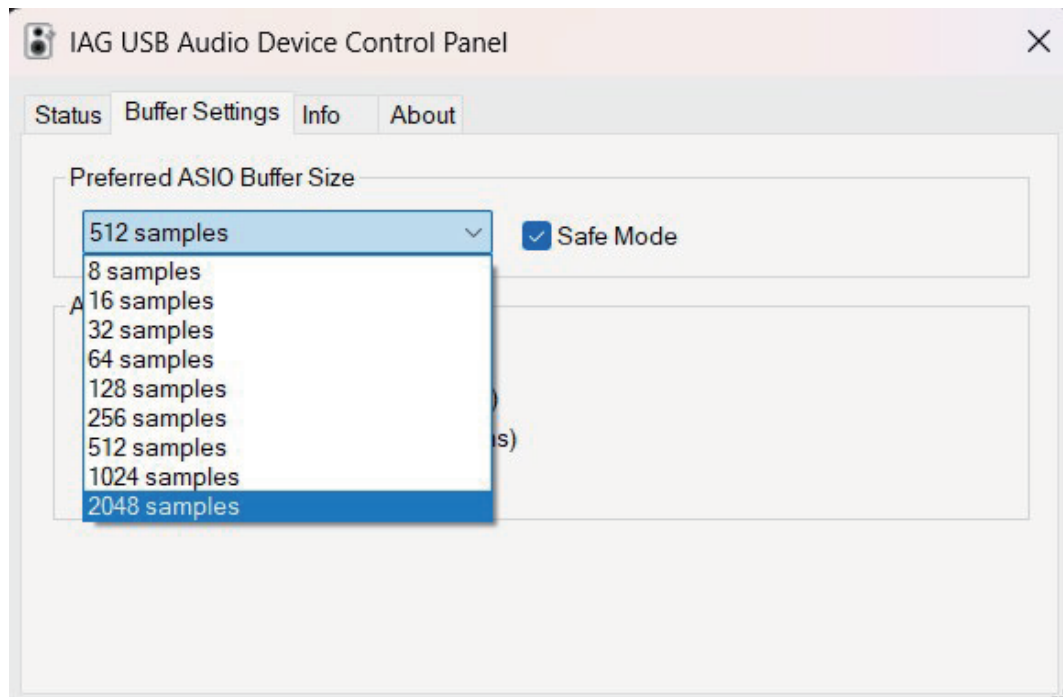


4. Select the “Buffer Settings” tab. Enable “Safe Mode” if it is not already:

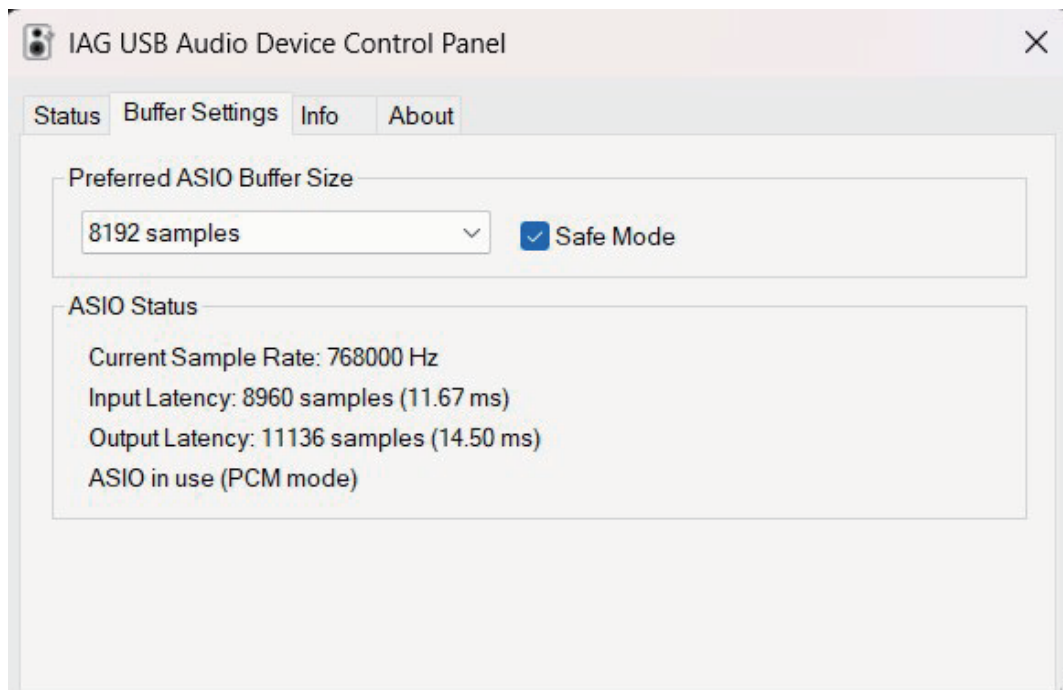


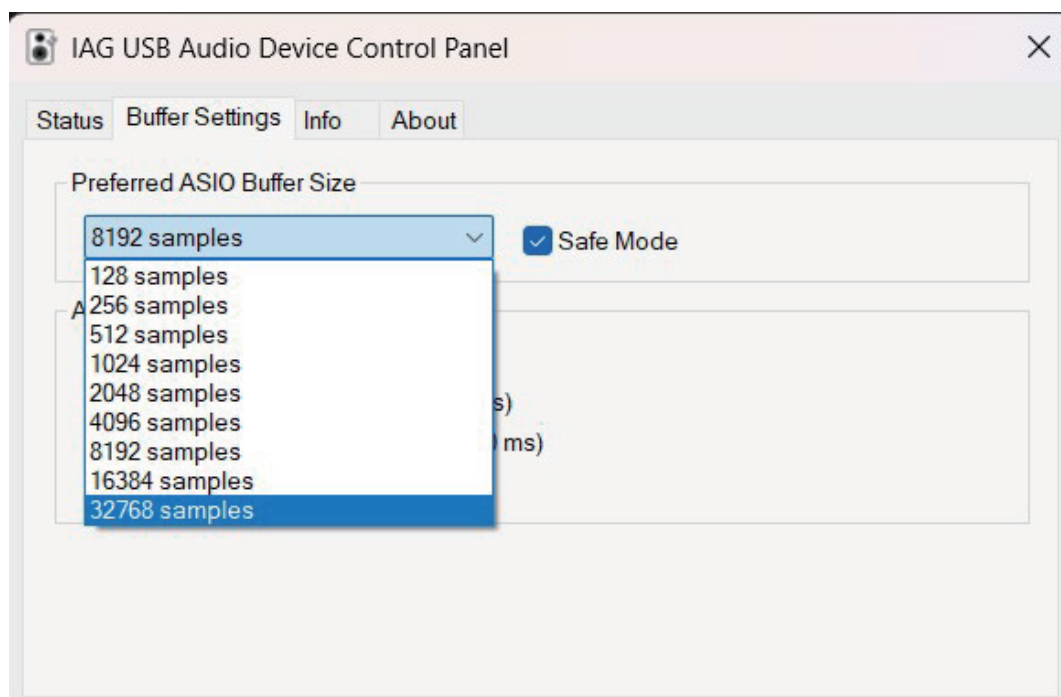


5. If the playback is unstable, increase the buffer size. The buffer improves stability but also increases latency. Use the lowest setting that provides reliable performance:

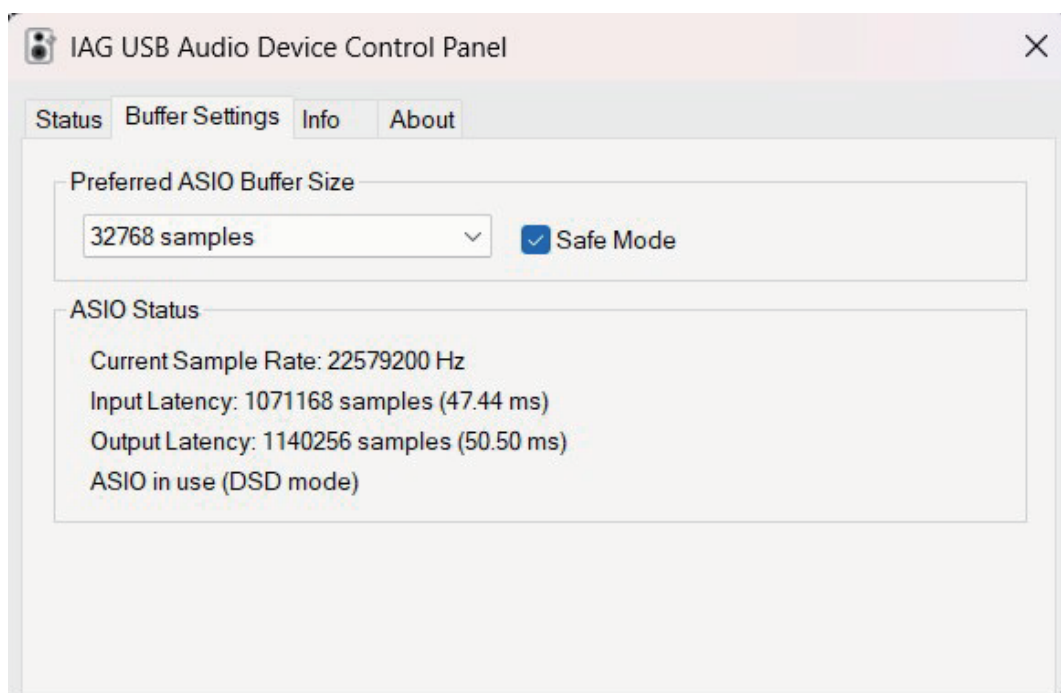


6. The IAG USB Driver offers larger buffer setting options for higher sample rate files:



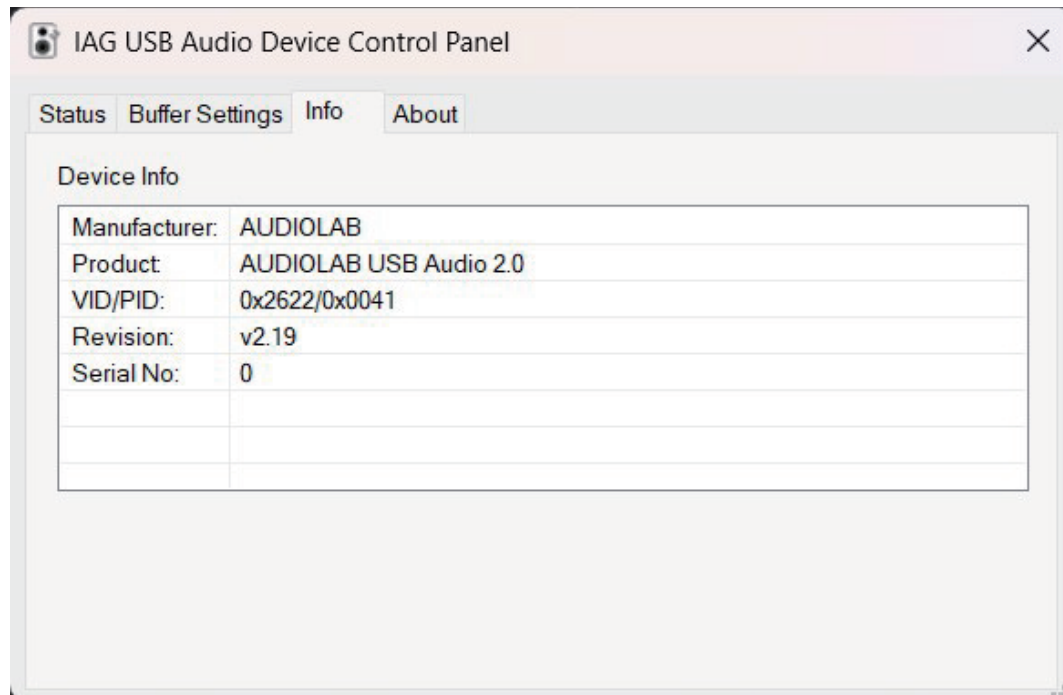


DSD512 is supported, showing a sample rate of 512 x 44.1kHz (22.58MHz):

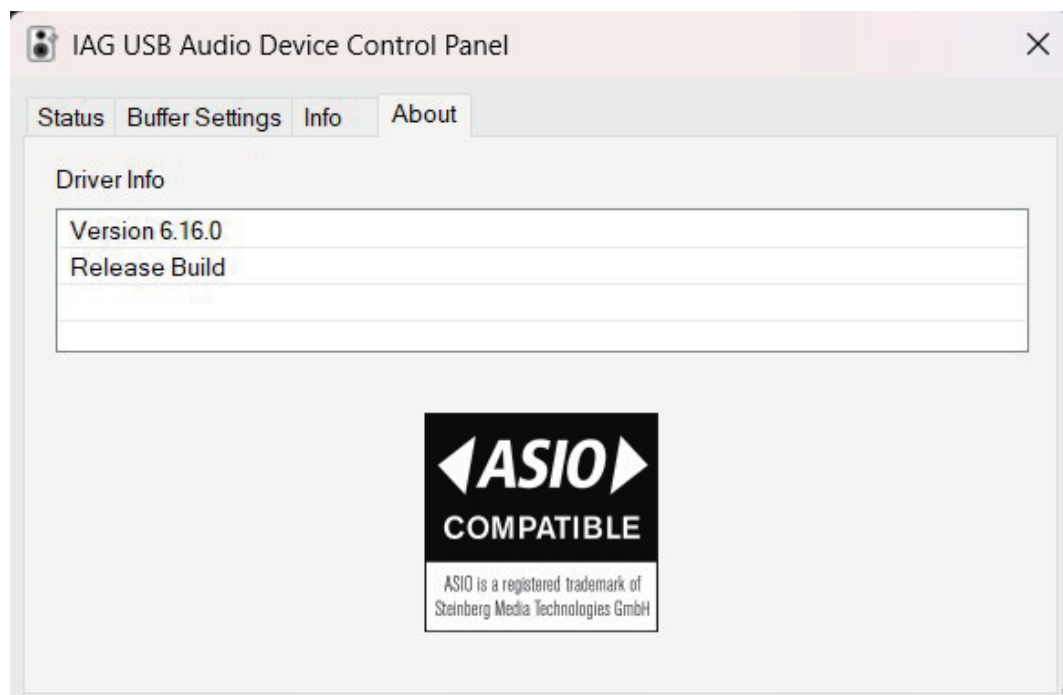




7. The “Info” tab shows information about your connected device:



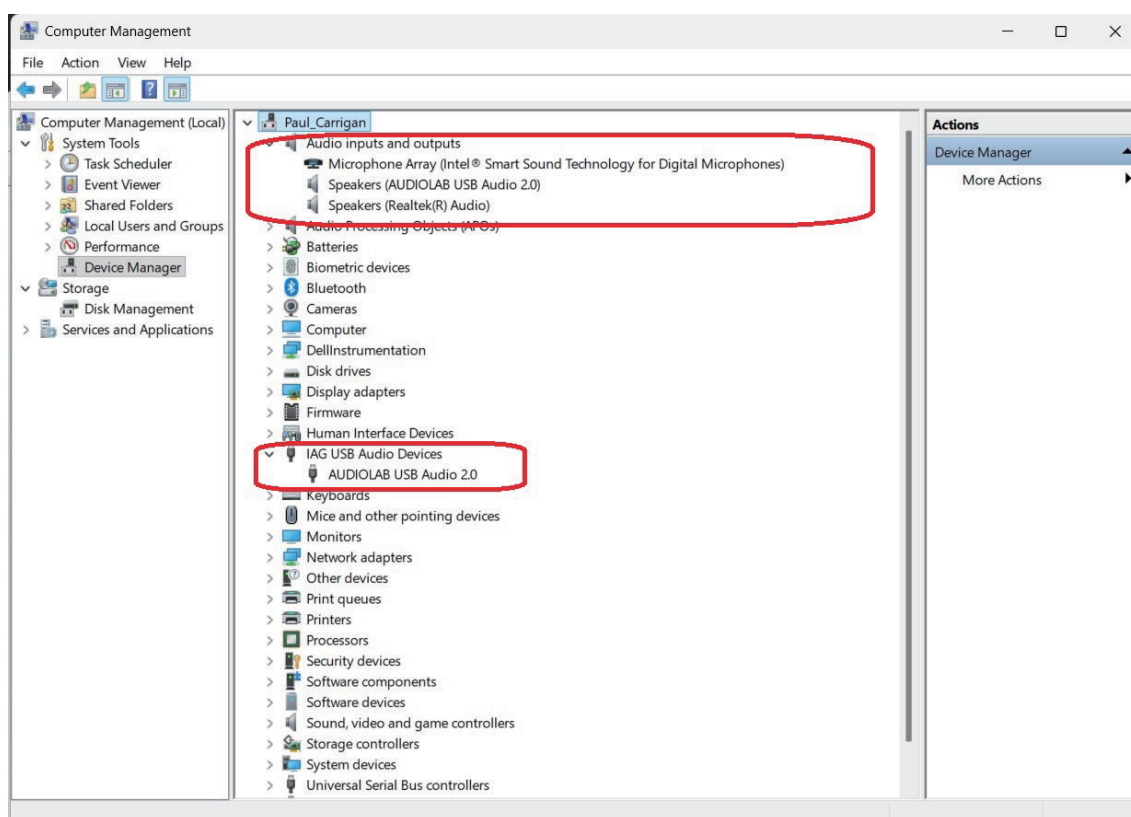
8. The “About” tab shows the current driver version:





4. Troubleshooting

Issue	Action
Device not detected	Try another USB port, cable, or direct connection to the PC. Verify if the device is shown in Device Manager (see image below),
Driver installation blocked	Use an administrator account and confirm the package is from an approved source.
Device works intermittently	Use a shorter cable and avoid using USB hubs.



5. Safety and Support Notes

- Only install drivers from trusted or official sources.
- Do not install unsigned or unverified driver packages unless specifically approved.
- If installation fails, capture the device name, hardware ID, driver version, Windows version, and any error message before escalating.